



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: Applications Programming Team Supervisor

Department: Transportation

Class Code Number: 151117

Division & Bureau: Information Services

Class Code Title: Computer Supervisor

Section & Unit: Applications Programming

Pay Band: 7

Work Address: 2701 Prospect Avenue
Helena, MT 59620

Position Number: 54181051

Phone:

☒ FLSA Exempt

☐ FLSA Non-Exempt

Profile Completed By: Joe Schopfer/Kristi Antosh

Work Phone: 444-4173

Work Unit Mission Statement or Functional Description:

The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). The Senior Management team along with their section supervisors within the division, plan, coordinate, design, install, and maintain the department's information technology infrastructure. Services provided include network management, server systems administration, desk top and mobile computer systems administration, database administration, applications development and maintenance, integrated systems development, Internet and Intranet web page development, data security & disaster recovery services, geographic information systems (GIS), global positioning systems (GPS), roadway information collection, user support, training, imaging services, duplication services, electronic information management, IT research and development, budget development and monitoring, procurement administration, contract administration, and project management

Describe the Job's Overall Purpose:

Directs and manages the applications programming team in the development of new systems and maintenance of existing systems to meet the needs of the department's business processes and the training of department personnel in the use of the systems. Directs the analysis of current and potential computerized business process requirements and requests and coordinates the development, installation and maintenance of computerized business applications and their integration with other systems.

1. **SECTION II - Major Duties or Responsibilities % of Time**

A. Business Applications Programming Planning and Implementation (60%)

Develop, implement and enforce Business Applications programming policies, goals, objectives, and methods for Business Applications supported by Information Services Division. Ensure that all programs are in compliance with state and federal requirements and laws. Establish and manage, in conjunction with the Operations Manager, the section's vision, mission, goals, objectives and priorities.

1. Manage the provision of requirements determination, feasibility, analysis, design, programming and maintenance of the department's business related computerized applications.
2. Manage the performance of IT related research, recommendation, and development functions including software diagnosis and repair services.
3. Manage the analysis of user needs and objectives using knowledge of principles, practices, and theories of computer programming, systems design, and business process flows.
4. Manage and participate in the evaluation of and possible installation of systems developed outside of MDT including systems developed by contract programmers, other states, or the federal government.
5. Manages and participates in the creation and enforcement of computer based data, application, and system development standards for the department.
6. Manages the design and implementation of technical courses and training regarding supported applications as appropriate for the department's computer users
7. Manage and participate in the evaluation of existing programs or purchased software programs to determine if these programs meet or continue to meet user needs.
8. Manage and participate in the analysis of the department's business operations and consultations with headquarters and field administrative management and technical personnel concerning the need for and feasibility of the department's business computer applications and systems.

B. Team Supervision and Administration 40%

Supervise 14 programmer/analysts. Manage the budget and administration of the Applications Programming Team to ensure defined support for projects, optimized use of staff and funding, maximized efficiency, compliance with state requirements, and continued high quality program operations.

1. Establish and monitor office work plans, priorities, procedures, and progress through meetings and consultations.
2. Develop overall organizational responsibilities, structures, staffing responsibilities, and allocation of supervised positions.
3. Together with the Division's HR team member, conduct recruitment and selection, including selection criteria, interview questions, selection committee operations, and hiring recommendations.
4. Establish, measure, reward, correct, and appraise performance standards for work force, including completing performance appraisal documentation and processes.

5. Manage training and work force development by assessing needs and coordinating efficient training, assessing effectiveness, and modifying programs as appropriate. Create, update, and support career plans for each employee.
6. Assist the management team in planning and allocating the section budget. Develop budget requests and determine budgeting priorities.
7. Oversee personnel services and related contracts.
8. Monitor program expenditures to ensure funds are allocated and expended as designated by law.
9. Direct business case development for applications and projects to ensure cost effective alternatives.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:*

Decisions made include prioritizing activities, determining resources, and allocating resources and personnel to achieve the best return on investment. The incumbent will perform in-depth research and analysis of current and planned MDT business operations and new and emerging technologies in order to ensure adequate training and support capability. Potential problems must be identified and solved before new technologies are implemented. Provide overall IT system planning, administration, and management activities based on industry standards and agency needs.

3. *The most complicated aspect of this position is:*

Making carefully reasoned decisions concerning the efficient and appropriate uses of technological resources (hardware, software, budgetary allocations, and people) to complete various assigned projects is central to this position. These decisions need to be based on an understanding and an evaluation of existing business processes and a vision of the effect of change those business processes. Key stakeholders need to be convinced that change is imperative; shown that there are positive benefits to their organizations; given confidence that a better process is coming; and provided leadership so that goals can be accomplished. When identifying and solving problems at this level, the buy-in of the majority of stakeholders and policy makers is required to facilitate change. This position must focus on goals and have the ability to adapt and be flexible in achieving objectives. The position must be able to identify and address concerns by increasing the comfort level through the change management process. The position must have a clear vision, strong and lasting influence with the stakeholders, the ability to communicate very well, both in writing and orally, and be technically competent. The position must build positive relationships both within the organization and with the external stakeholders and policy makers.

4. *Guidelines, manuals, or written procedures that support this position include:*

Laws, regulations, guidelines, manuals or procedures available to the incumbent include MCA, ARM, Information Services Division policies and operational procedures, system manuals and documentation, Montana Operations Manual, SABHRS manuals, MDT ISD and state information technology standards, department operating procedures, and technical system references. Primary guides for the work are found in standards of the profession and current best practices in information technology. As Business Applications Section Supervisor, the position is responsible for the development of section policies, guidelines, and manuals, and is responsible for providing input and recommendations on bureau, agency, and statewide policies and practices. Available references include various software and system manuals and technical documentation.

5. **Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)? (If you need information or training on the identification of essential functions, please contact MDT Human Resources Division.)**

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

Duty A, Business Applications Programming Planning and Implementation and duty B, Team Supervision and Administration are considered essential functions because they require specialized skills and are the reason the job exists.

PHYSICAL

Lifting and carrying light items (papers, books, computer components)
Remaining seated for extended periods of time, with occasional walking; standing; bending
Travel within and out of state by auto & airline to training and meetings.
Operating a personal computer

MENTAL

Communicate in writing, in person, and over the phone
Ability to multi-task
Demands for accuracy in all aspects of work
Ability to meet inflexible deadlines
Complex mathematics
Comparing data
Compiling information, analyzing, coordinating, synthesizing, negotiating, instructing
Directing, supervising, negotiating, disciplining

6. **Does this position supervise others?** ☒ Yes ☐ No

Number directly supervised: 14

Complexity level of the positions supervised: 5, 6, 7

Position Number(s) of those supervised:

20003, 81018, 81108, 81013, 20023, 81020, 81026, 23010, 81025, 33317, 81102, 33320, 81016, 33319

7. **This position is responsible for:**

<input checked="" type="checkbox"/> Hiring	<input type="checkbox"/> Firing	<input checked="" type="checkbox"/> Supervision	<input checked="" type="checkbox"/> Pay Level
<input checked="" type="checkbox"/> Performance Management		<input checked="" type="checkbox"/> Promotions	<input checked="" type="checkbox"/> Discipline
<input type="checkbox"/> Other:			

8. **Attach an Organizational Chart.**

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:**KNOWLEDGE:**

Knowledge of the theory, application, and practices of both information management and business management

Knowledge of project planning and management; analytical methods and technologies

Knowledge of computer hardware, software, networks, databases, and their capabilities

Knowledge of employment law, program requirements, and personnel management practices and techniques

Knowledge of information systems analysis, documentation, implementation, and maintenance

Knowledge of system development, functional applications, proprietary languages, customer service standards, data management products, data structures and interrelationships

Knowledge of budgeting

Knowledge of contract administration

SKILLS:

Skill in project management; business process analysis and documentation; planning and organizing the work of others; drawing conclusions and making recommendations

Skill to apply personnel management, procurement management, contract development, and administrative techniques

Skill to manage complex system administration and development projects

Skill to manage a large staff effectively and efficiently

Skill to lead teams and motivate individuals; provide mentoring and assist in defining career plans

Skill to manage change in an atmosphere of rapid technology change.

Behaviors required to perform these duties?

- **Leadership-** fosters a sense of unified purpose and cooperation among groups of individuals; and provides direction and guidance during times of change. Steps into leadership roles, trains and coaches others, is a good teacher, and shares information and knowledge. Fosters an environment that supports individual employee growth and professional development. Assesses situations carefully and objectively. Able to resolve conflicts. Performs well in stressful situations. Models appropriate employee behaviors, including anger management. Displays a contagious optimism about the work to be done. Works to ensure solid staff/supervisor relationships.
- **Vision-** anticipates technology advancements to reduce the risk of using outdated technology; takes advantage of new technologies, knowing when they are ready for operational use; balances existing IT investments with options for new investments. Thinks openly about new possibilities, maintains a long-term, big-picture view, and has a spontaneous imagination. Creates a clear and inspiring broad-perspective picture. Is able to individualize the broad picture to a lower level for the staff he/she supervises.
- **Customer orientation/considers agency business operations-** understands the overall impacts to finances, people, and business processes associated with new IT investments, and considers these factors when making decisions; effectively creates and manages a technical "service oriented" organization; seeks ways to improve processes, workflows, practices and procedures to realize full benefit from IT initiatives. Investigates, promotes and markets approaches for integrating systems and business processes across a wide variety of divisions and programs. Understands and considers governmental administrative policy, procedure and process. Listens to customers, understands their issues, is sensitive and responsive to their needs, builds trust, and follows-up to ensure things are done as promised. Able to instill a customer orientation and delivery focus in staff he/she supervises.

- **Communication:** communicates effectively with people of diverse levels of technical expertise; listens and responds to executives, constituents, and customers; emphasizes customer service in all communications; leads negotiations; tactfully enforces policy and standards; sells concepts; markets services, develops partnerships, employees, and teams; and effectively facilitates change. Provides timely and concise information both orally and in writing along all organizational levels while encouraging open expression of ideas and opinions and constructive feedback. Able to work well with difficult people. Use all available communications tools to manage employees to provide work assignments, obtain feedback, and assess performance.
- **Organizational ability:** effectively manages a large, diverse, service oriented organization; delegates to staff; ensures an appropriate balance between empowering departmental teams to make “tactical” decisions while ensuring strategic options are fully researched; secures support for strategic options across multiple levels of customers and internal staff. Demonstrates awareness of impact and implications of decisions and actions.
- **Decision-Making:** Identifies and considers possible alternatives before making decisions, particularly as they relate to supervisory duties. Bases decisions on achieving desired outcomes pursuant to the Departmental strategic plan and/or management direction.
- **Accountability:** Accepts personal responsibility for quality and timeliness of work products. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions. Refuses to offer to accept excuses for failure.
- **Ethics/Integrity:** Considers MDT's Vision, Mission, Values, and Team Norms in making decisions and taking actions. Takes all necessary actions when serious ethical issues are at stake.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study:

Required/Acceptable: Computer Science, Information Systems, Social Sciences or, Business Management.

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Related:

Other education, training, certification, or licensing required (specify):

(i) Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|---|
| <input type="checkbox"/> No prior experience required | 3 to 4 years |
| <input type="checkbox"/> 1 to 2 years | <input checked="" type="checkbox"/> 5 or more years |

Other specific experience (optional):

This position requires four years of management experience, including project planning and business applications. This experience should include a minimum of three years supervision of professional and technical staff in the information technology field. It should also include at least three years of project management experience in an information technology business environment and two years of application programming experience.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Alternative qualifications include:

Any combination of additional related work experience and successfully completed years of college totaling four may be substituted for the degree requirement. Every 30 completed and passed semester credits (or the equivalent in quarter credits) from an accredited college or university will be considered as one year of college.

SECTION IV – Other Important Job Information

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Name: Jennifer Jensen _____ Title: Human Resources Division Administrator

Signature: _____ Date: 07/27/06